



## **CORPORATE COMPLAINTS POLICY**

**Approved by the Board 6 February 2017**

The Littlehampton Harbour Board (LHB) aims to provide you with services of the highest quality possible within available resources. Our relationship with others is set on three basic principles: understanding, speed and fairness. We have a procedure for dealing with complaints from members of the public, which enables complaints to be dealt with in a fair and consistent way.

LHB would always prefer to put things right straight away if possible, so if you are not happy with the way we have dealt with you, please contact the Harbour Master and/or the Clerk to discuss the issue. If the complaint cannot be resolved in this manner, the following complaints procedure can be implemented.

### **Stage 1**

The LHB will ask you to fill in our complaint form (provided at Annex A), giving full details of the problem. Please provide as much information as possible - for example, dates of any correspondence the incident and names of persons involved. Paper complaint forms are available from the Harbour Board offices or by telephoning us on 01903 721215. You will receive a written acknowledgement of your complaint within 10 working days and naming the person that will review the details on the complaint form to ensure that all the information is present. At this point the investigating officer will make a decision based on the evidence supplied. A response will be sent out. If you are still not happy, you may escalate it to Stage 2.

### **Stage 2**

By escalating your complaint to Stage 2 the Clerk or Chairman will arrange a meeting with LHB's Personnel Sub Committee. Where possible they will talk to staff concerned, study reports and correspondence, and may make a visit if the problem is one where there is something to be seen. Where possible, this investigation will be completed within 20 working days. If this is not possible, you will be sent a progress report indicating the timescales for completion of their investigation. Once the Personnel Sub Committee has convened and made its decision it will pass the conclusion to the Chairman or Clerk, Harbour Master or Treasurer who will notify you of the decision within 10 working days. The decision/outcome of the Personnel Sub Committee will serve as the board's final decision on the matter. LHB will then consider the matter dealt with and complete.

**Annex A – CUSTOMER COMPLAINTS FORM**



<b>Name:</b>	<b>Date:</b>
<b>Postal Address:</b>	
	<b>Postcode:</b>
<b>Home Telephone:</b>	<b>Mobile Telephone:</b>
<b>Email:</b>	

**Details of your complaint: (Please write what specifically happened and attach pages as required)**

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**What do you view as a fair resolution to your complaint?**

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